Amendment dated October 23, 2007 Reply to Office Action of August 23, 2007

Docket No. BOC9-2003-0038 (407)

**Amendments to the Claims:** 

This listing of claims will replace all prior versions and listings of claims in the

instant application:

**Listing of Claims:** 

1. (Currently Amended) A method for rebooking a passenger who is unable

to travel on a scheduled flight, comprising the steps of:

obtaining passenger data for said passenger;

comparing the passenger data with one or more rebooking rules;

presenting a plurality of rebooking flight candidates to said passenger, said

presented flight candidates selected based upon said comparing step, wherein said selected flight candidates are presented to said passenger in a preferred order based on a

ranking of said flight candidates according to the rebooking rules;

prompting said passenger to select one of said presented candidates; and

rebooking said passenger on the selected one of said presented candidates.

2. (Previously Presented) The method of claim 1, wherein said presenting

step comprises decreasing a number of said rebooking flight candidates presented to said

passenger failing to meet criteria for high passenger value, said criteria comprising at

least one among a frequent flyer status, a class of ticket, and a total value of tickets

purchased by said passenger over a period of time.

3. (Original) The method of claim 1, wherein said passenger data of said

passenger is compared to passenger data of at least one other passenger in need of

rebooking, and said passenger is offered rebooking flight candidates based upon said

comparing step.

2

{WP437944;2}

Amendment dated October 23, 2007 Reply to Office Action of August 23, 2007

Docket No. BOC9-2003-0038 (407)

4. (Original) The method of claim 1, wherein said passenger data is provided

in substantially real time.

5. (Original) The method of claim 1, wherein said presenting step comprises

presenting high remaining unflown value flight rebooking candidates and not presenting

rebooking flight candidates with lower unflown values.

6. (Original) The method of claim 1, wherein said presenting step comprises

offering said passenger incentives for selecting rebooking flight candidates with high

remaining unflown value.

7. (Original) The method of claim 1, wherein said passenger data comprises

the remaining unflown ticket value for said passenger.

8. (Original) The method of claim 1, wherein said passenger data comprises

passenger loyalty data.

9. (Currently Amended) A system for rebooking passengers who are unable

to travel on scheduled flights, comprising:

a data store comprising passenger data, rebooking rules, and flight operations data,

said flight operations data comprising flight rebooking candidates for said passengers;

a re-accommodation engine having access to said data store for determining a

plurality one or more of said rebooking flight candidates to present to said passengers

based on said passenger data and said rebooking rules; and

one or more user clients for presenting to said passengers said plurality of

rebooking flight candidates determined by said engine and for prompting said passengers

Amendment dated October 23, 2007

Reply to Office Action of August 23, 2007 Docket No. BOC9-2003-0038 (407)

to select one of said presented flight candidates,  $\underline{\text{wherein said determined rebooking flight}}$ 

candidates are presented to said passengers in a preferred order based on a ranking of said

rebooking flight candidates according to the rebooking rules.

10. (Previously Presented) The system of claim 9, wherein said re-

accommodation engine further determines said flight candidates to present based on

comparing said flight operations data for said rebooking flight candidates.

11. (Cancelled) The system of claim 9, wherein said re-accommodation engine

ranks said flight candidates according to said rebooking rules.

12. (Cancelled).

13. (Currently Amended) A machine computer-readable storage, having stored

thereon a computer program having a plurality of code sections executable by a machine

<u>computer</u> for causing the <u>machine</u> <u>computer</u> to perform the steps of:

obtaining passenger data for a passenger; and

comparing the passenger data with one or more rebooking rules;

presenting a plurality of rebooking flight candidates to said passenger, said

presented flight candidates selected based upon said comparing step, wherein said

selected flight candidates are presented to said passenger in a preferred order based on a

ranking of said flight candidates according to the rebooking rules;

prompting said passenger to select one of said presented candidates; and

rebooking said passenger on the selected one of said presented candidates.

14. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said presenting step comprises decreasing a number of said rebooking flight

Amendment dated October 23, 2007

Reply to Office Action of August 23, 2007 Docket No. BOC9-2003-0038 (407)

candidates presented to said passenger failing to meet criteria for high passenger value,

said criteria comprising at least one among a frequent flyer status, a class of ticket, and a

total value of tickets purchased by said passenger over a period of time.

15. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said passenger data of said passenger is compared to passenger data of at least

one other passenger in need of rebooking, and said passenger is offered rebooking flight

candidates based upon said comparing step.

16. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said passenger data is provided in substantially real time.

17. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said presenting step comprises presenting high remaining unflown value flight rebooking candidates and not presenting rebooking flight candidates with lower unflown

values.

18. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said presenting step comprises offering said passenger incentives for selecting

rebooking flight candidates with high remaining unflown value.

19. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said passenger data comprises the remaining unflown ticket value for said

passenger.

20. (Currently Amended) The machine computer-readable storage of claim 13,

wherein said passenger data comprises passenger loyalty data.

5

{WP437944;2}

Amendment dated October 23, 2007 Reply to Office Action of August 23, 2007

Docket No. BOC9-2003-0038 (407)

21. (Currently Amended) The machine computer-readable storage of

claim 13, wherein said comparing step compares passenger data with flight operations

data for said rebooking flight candidates.

(Cancelled).

(Cancelled).

24. (Currently Amended) A system for rebooking a passenger who is unable to

travel on a scheduled flight, comprising:

a data store comprising rebooking rules and flight operations data, said flight

operations data comprising flight rebooking candidates for said passenger;

a re-accommodation engine for retrieving passenger data and determining a

plurality one or more of said rebooking flight candidates to present to said passenger

based on said passenger data and said rebooking rules; and

a telephone-based voice response unit (VRU) for interacting with said passenger,

said VRU presenting to said passenger rebooking flight candidates and for prompting

said passenger to select one of said presented flight candidates based upon said passenger

data, wherein said determined rebooking flight candidates are presented to said passenger

in a preferred order based on a ranking of said rebooking flight candidates according to

the rebooking rules.

25. (Previously Presented) The system of claim 24, wherein said VRU

comprises a text-to-speech system for presenting said flight candidates to said passenger

and at least one among a speech recognition system and a dual tone multi-frequency

recognizer system for receiving flight selection information from said passenger.

Amendment dated October 23, 2007 Reply to Office Action of August 23, 2007

Docket No. BOC9-2003-0038 (407)

26. (Previously Presented) The system of claim 9, wherein said re-

accommodation engine limits the number of said flight candidates presented to said

passengers failing to meet criteria for high passenger value, said criteria comprising at

least one among a frequent flyer status, a class of ticket, and a total value of tickets

purchased by said passenger over a period of time.